City of Memphis

Enterprise Automation of Time and Attendance
RFP # SAIC CoM 2015 RG R137490

Answers to Questions

	RFQ Section	Question	Response
1.		Is this system to be hosted by the City of by the vendor?	Should not matter as long as the vendor provide all the functionality and are capable of the integrations.
2.		Do the city employees have a badge or ID that already has a bar code, magnetic strip, or chip in the card?	Yes
3.		Are these existing cards used for access control, etc… Please give details on the type and brand of card if applicable for proximity cards.	Used for Access Control
4.		Will the rounding rules, etc be applied once the information is transferred to Oracle Time and Labor or will the business rules be applied in the time and attendance system first and then transferred?	Apply business rules first in the Time collection system and then transfer to Oracle Time and Labor.
5.		Will Oracle Time and Labor be the point of record for the Leave Banks such as Vacation, Sick, etc…? Or will the time and attendance system?	Assuming the question is about Leave Balances. The leave balances are being maintained in Oracle HRMS -> Leave and Absence Management -> PTO Accruals. The time & attendance system should be able read the balances from Oracle HRMS and validate against the time entries.
6.		How many employees need to be tracked through the time and attendance system?	Approximately 8,000. This includes Full-time, Part-Time, Temporary, Seasonal, and Intern Personnel.
7.		How many locations do you need employees clocking from?	Approximately 500.
8.		How many location will need time clocks and what is the distribution of employees at these sites that will go to a physical time clock versus using a computer?	The number is unknown at this time. The City is requesting physical and computer options.
9.		How many employees at any one time will be coming in or leaving, to clock at a clock at each of these locations?	Unknown at this time.
10.		Is Affordable Care Act compliance an important part of this RFP for part time employees?	Yes
11.	3.3.1 - Pricing Proposal	Software required for the RFP response is licensed based on number of users. How many total users are in scope for the Time & Attendance project and should be considered in the pricing response?	Approximately 8000

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12.	3.3.1 - Pricing Proposal	How many employees could potentially use each type of Time Collection Device i.e., PC login, badge swipes, time card, handheld device: and, telephone access, and secure web access?	Approximately 8000
13.	3.3.1 - Pricing Proposal	How many total Time Clocks are in scope for the Time & Attendance project?	See response to #8
14.	3.3.1 - Pricing Proposal	What type of badges will be used?	The existing City badge types are ISO Proxlite Security ID cards and plain white VIQ TAC2 (Tuff II)
15.	Exhibit 5 - Requirements	In reference to the following requirement, **"Time collection system must upload to Oracle Time and Labor (OTL) module"**, I assume the Time and Attendance solution should also support a download from OTL? Please explain the desired integration between the Time and Attendance solution and OTL.	Two-way Integration is required i.e. Time Collection system must be able to upload time entries to Oracle Time & Labor and also should be to read the information such as PTO Accrual Balances, Holiday Calendars, etc., from Oracle E-Business Suite – HR Modules in order to validate time entries.
16.	Exhibit 5 - Requirements	The Assumptions states that **"Oracle Time & Labor processes will continue to be run for time calculations and accruals".** Other requirements state that the Time and Attendance solution will provide for rounding rules and that the system should allow for business and policy rules to be modified. What system will be considered the System of Record for Time and Attendance; OTL or the Time and Attendance solution?	Oracle Time & Labor (OTL) will be considered as the system of record for the Time and Attendance. The Time Collection System is expected to: 1) Record and Track employee time in and out information from different devices such as PC login, badge swipes, time card, handheld device: and, telephone access, and secure web access. 2) Validate and Process the information received from different devices 3) Apply Business Rules 4) Finally, transfer time to OTL.

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17.	Exhibit 5 – Requirements	OTL is Oracle's solution for Time and Attendance. It has the capability to be configured will all pay rules, punch rules, as well as reporting, time card review/edit/approvals and many other RFP requirements stated in Exhibit 5. Is it the City's intension to fully leverage OTL as it's Time and Attendance solution or procure a 3rd party application?	City will continue to use OTL. The main purpose of requested solution is to capture the time from different devices, validate & process it, and then transfer to Oracle Time & Labor.
18.	Exhibit 5 – Requirements	What data elements will be sent to OTL to track an employees time; Punches or Total Hours?	Total Hours
19.	Exhibit 5 – Requirements	In reference to the following requirement **"System to allow for modification of City holiday calendar dates"**, please confirm if the Holiday Calendar will be maintained in Oracle Time and Labor.	Yes, the holiday calendar will be maintained in Oracle Time and Labor.
20.	Exhibit 5 - Requirements	In reference to the following requirement **"Require automated approval hierarchies to track all OTL approvals (employee and management using Oracle hierarchies)"**, please confirm if corrections will be preformed in Oracle Time and Labor.	Yes, corrections can be made in oracle.
21.	Exhibit 5 - Requirements	In reference to the following requirement, **"Maintain Oracle Time & Labor historical payroll data for a minimum of 5 years"**, please confirm if this will be a function of Oracle Time and Labor.	Time punch information should be kept for 5 years in the new system. Oracle already keeps data for more than 5 years.
22.	5.2 Evaluation of Qualifying Proposals	The RFP states that EBO and M/WBE is "Not Applicable" (section 3.5) yet Section 5.2 states that 5% of the evaluation score is based on a vendor's EBO status. If EBO is not applicable, then the 5% evaluation score should not be applicable either. Please clarify.	An EBO goal would require all vendors submitting a proposal to meet the M/WBE goal. The City did not want to limit the number of respondents; however, the evaluation criteria allows the City to identify those areas that are important.
23.	General	Is it important to the City for the prospective vendor to be an Oracle partner with Oracle/PeopleSoft Validated integration to OTL?	Yes
24.		What is the total number of employees that will be tracked on the system? (including full time, part time and seasonal employees)	Approximately 8000

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25.		How many supervisors/managers/administrators will need access to the system to make approvals or edits?	Approximately 1000
26.		Is the City looking for the system to be installed locally on the City's servers (Customer Hosted)? Or is it desired to have the system installed on our servers (Vendor Hosted)?	Should not matter as long as the vendor provide all the functionality and are capable of the integrations.
27.		What type of time clocks are desired? Card Swipe? Biometric Finger? Biometric Hand?	The city is not requesting a specific type.
28.		If Card Swipe is desired, does the City prefer for the cards to be Proximity? Barcode? Or Magstripe? Will the City provide the cards, or ask the Vendor to provide the cards?	No preferenece. City provided.
29.		How many time clocks will the City need?	See response to question #8
30.		What is the preferred method of communication at the time clocks: Ethernet? Power Over Ethernet? Or Wireless?	All three.
31.		Will employees need to punch in/out at a PC?	Yes
32.		Will employees need to request time off electronically at a PC?	Yes
33.		Will employees need to punch in/out at a smart phone?	Yes
34.		Will employees need to request time off at a smart phone?	Yes
35.		What payroll/financial system will the time and attendance system need to interface with?	Oracle E-Business Suite Release 12.1.3
36.		Our Time and Attendance solution is based on number of employees. Could you provide an approx number of employees that would need to be tracked?	Approximately 8,000

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37.		Also amongst other means of time capture, we provide bio-metric clocks. Approx how many clocks would be required?	See response to question #8
38.		Also we assume the Time and Attendance data needs to interface with your payroll system. Could you provide the name of the payroll system.	Oracle E-Business Suite Release 12.1.3
39.		Time collection system must upload to Oracle Time and Labor (OTL) module. What type of data would need to be uploaded to OTL?	Hours Worked, Vacation, Sick, Bonus, etc.
40.	Section 3.2	The required items under "Corporate Introductions and Company Background" (Page 3) are listed under both the Executive Summary section as well as R1 of Response to Requirements; where does SAIC want us to include this information?	Section 2 – Executive Summary.
41.	Section 3	Under the instructions for Section 3 - Response to Requirements it states that vendor must describe "how they will address each of the following requirements" and the list R1 – R7 is provided. However, list R1-R7 includes items such as References, Insurance and Indemnification, Annual Report, etc. which the proposal response instructions (Page 2) states should be standalone proposal sections; Section 4 References, Section 5 Insurance and Indemnification, Section 7 Annual Report. Should these sections be addressed as standalone sections (per page 2) or as part of Section 3 (per page 3)?	Standalone sections as required on page 2.
42.	Sections 5.2 & 6	Section 6 Equal Business Opportunity (EBO) Program section says "Not Applicable" on it; do we need to include any text/language from these sections of the RFP or can we simply note the section as Not Applicable? Also, Section 5.2 lists "Equal Business Opportunity" as an Evaluation Criteria with a 5% weighting based on "Firm must be included on the City's list of certified M/WBE firms." Please clarify this apparent contradiction.	Yes, if the section does not apply, please note Not Applicable. 5% will be given to all responses which includes eligible M/WBE vendor participation

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43.	Exhibit 6	Non-Disclosure Agreement. SAIC is asking for a vendor-signed Non-Disclosure Agreement upon proposal submission; however, does not commit to counter-signing (executing) the NDA before proposal submissions. Given the confidential nature of many items SAIC is requesting from vendors, our firm cannot submit much of this information without a fully-executed NDA. Please change the process so that a fully-executed NDA can be in place prior to the proposal submission due date.	NDA not required.
44.	Section 3.6	SAIC is requesting an Annual Report or Audited Financial Statement from vendors; however, as a small, privately-held company, we cannot release such information at the time of proposal submission. We are very willing to share financial information at the appropriate stage. Please alter this requirement to reflect a more reasonable approach for those vendors which are not in a position to readily share such financial information.	Financial Statements will be required if a vendor is asked for further information.
45.	Exhibit 5	"Time collection system must upload to Oracle Time and Labor (OTL) module." Please elaborate on this statement. What is the purpose keeping the existing OTL system vs replacing it with the new Time Collection System? What challenges or gaps exist today that SAIC & The City of Memphis are trying to address?	Oracle Time & Labor (OTL) will be considered as the system of record for the Time and Attendance. The Time Collection System is expected to: 5) Record and Track employee time in and out information from different devices such as PC login, badge swipes, time card, handheld device: and, telephone access, and secure web access. 6) Validate and Process the information received from different devices 7) Apply Business Rules 8) Finally, transfer time to OTL.

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46.	Exhibit 5	Please clarify the requirement to "Maintain Oracle Time & Labor historical payroll data for a minimum of 5 years, as recommended by Municipal Technical Advisory Service (MTAS)." Does this mean the Time Collection System will maintain transaction history for at least 5 years or is there an expectation to import 5 years of historical OTL data into the time system?	Time Collection System is expected to maintain transaction history for at least 5 years.
47.	Exhibit 2 & Exhibit 4	The RFP requests "Not to Exceed" pricing and "Fixed Price Proposal". We do not have sufficient requirements defined to estimate the Professional Services costs associated with configuring and implementing our software for The City of Memphis's needs. Please explain your expectations for the services estimate and also share additional information such as how many employees will be using the new system, what roles these employees have, how is time and attendance information being collected today for these employees, etc.	The expectations are for the RFP respondents to provide their solution for a time capture solution with the previously listed requirements.

Comment [GRB1]: Requesting management to provide response language.